

DCFS QIC Strategies for Recruitment, Engagement and Retention of Members

RECRUITMENT	ENGAGEMENT	RETENTION
<ul style="list-style-type: none"> • Consider financial reimbursement for costs associated with participation for non-DCFS staff (e.g., childcare, transportation, etc.) • Consider inserting some information about the QICs in case closure letters (where appropriate) • Create a membership matrix that identifies the skills, experiences and traits of those needed to powerfully support the QICs • DCFS Staff should talk about the QIC and its role in improving services and outcomes • Engage “nay-sayers” to participate when appropriate • Personal contact should be made with all new members • Update written materials about the QIC and share them widely • Use success stories to demonstrate DCFS principles, values, and successes • Vet prospective members through a phone screening interview (help ensure the right “fit”) 	<ul style="list-style-type: none"> • Assign a mentor or “buddy” for all new members (especially former DCFS clients) • Be clear with new members about basic expectations, timeframes, successes and challenges • Conduct periodic (brief) assessments of the QICs to help identify important issues, set agendas and provide a clear strategic direction • Develop an orientation process for new members • Diversify issues to help engage different members of the group • Ensure that members have a foundational level of knowledge about child welfare issues so they can make informed recommendations • Have QIC members participate in the Quality Case Review (QCR) process or a “walk through” • Use standard meeting guidelines and agendas 	<ul style="list-style-type: none"> • Check-in with members through periodic surveys and share results • Ensure a pleasant meeting environment (space, food, etc.) • Facilitate meetings with the intention to hear from and engage all members • Find novel ways to share information between groups (e.g., e-newsletter, etc.) • Formalize recognition and appreciation of members • Give each member a project that they can realistically achieve/ experience success • Invest time in relationship building and getting to know other members • Provide Chairs with facilitation training • Use tent cards and up-to-date contact lists • When someone “goes missing” from the group, personal contact will be made to re-engage and evaluate